

Ambulance Billing Frequently Asked Questions

1. When did the City of Fairfax implement EMS billing?

Ambulance billing began on February 1, 2008.

2. How is charging for emergency medical transport service authorized?

Section 32.1-111.14 of the Code of Virginia authorizes jurisdictions to make reasonable charges for the use of emergency medical service vehicles.

3. Under what circumstances are charges not imposed?

There is no charge for service rendered when a person is provided medical treatment, but not transported. In addition, the ordinance waives charges in the following circumstances: When a patient is medically indigent; persons affected by natural or man-made disaster, including fire, flood and storm; and persons transported pursuant to any no-charge mutual aid agreement in another jurisdiction.

4. If I don't have health insurance, and cannot pay my bill, what options are there?

Patients medically transported who do not provide health insurance information will be sent a request for insurance information. This request will include a Request for Transport Fee Hardship Waiver that can be submitted if they are uninsured and cannot afford to make payments. The information and the waiver form are available on the City of Fairfax

Insurance Billing for Ambulance Transport web page

<http://fairfaxva.gov/government/fire-department/operations/ems-transport-billing> .

5. Will Medicare pay for EMS transport services?

Medicare will pay 80 percent of the approved amount. However, co-payments may apply.

6. What if my insurance company will not cover my ambulance transport bill?

ADPI-Intermedix, the City's third party billing professional, will attempt to gain all information required to show the medical necessity of the transport. If the claim is denied, the vendor will check the claim for errors and resubmit if necessary. If the claim is ultimately rejected by the insurance company, the vendor will send a statement to the patient.

7. If I call for emergency medical service and I am not transported will I be charged?

No. There is no fee for care rendered where there is no transport.

8. Do many cities and counties have ambulance billing programs?

Yes. Nearly all of the local jurisdictions do charge for ambulance service. Nationally, greater than 80 percent of local jurisdictions also have ambulance billing programs.

9. What is a Notice of Privacy Practice?

The Notice of Privacy Practice, or NPP, is a statement in the form of a pamphlet that is left with the patient or their relatives that describes how medical information about you may be used and disclosed. It also fully explains how the patient can gain access to their medical information. This NPP is also available on the **City of Fairfax Insurance Billing for Ambulance Transport** web page.

<http://fairfaxva.gov/government/fire-department/operations/ems-transport-billing>

10. Why do the EMTs or paramedics request my signature?

Medicare requires up to three types of documentation known as an **Authorization Of Benefits (AOB)** to submit an insurance claim for EMS transport. The patient will be asked to sign the AOB form in order to bill the insurance company, and that the patient received a Notice for Privacy Practice which will be left with them. This form is the same type of form that a patient would sign when being seen at a doctor's office.

If the patient is unable to sign the AOB another family member may be asked to sign the form. The form may be in an electronic format on a computer or in paper form.

11. Will I have to show proof of insurance before Fire & Rescue will transport me?

No. Emergency medical services and transport will be provided in the same way it has always been. Billing activities will be performed after any medical treatment has been provided and the emergency has been stabilized.

12. How will my privacy be protected?

The Health Insurance Portability and Accountability Act (HIPAA) ensures patient information is protected. The City of Fairfax is a covered entity under HIPAA's privacy and security regulations and will continue to adhere to these standards. All Fire Department employees and volunteers receiving ongoing training related to HIPAA and other privacy laws

For more information, please call 703.385.7940 or email EMSbilling@fairfaxva.gov